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Summary:

- 10+ years of VB.NET, C# Production Support experience in a technology environment with experience/ skills comprised of the following.
- 5+ years of experience in designing, developing and deploying SharePoint based business tools and applications on a cloud and mobile environment on .net
- 3+ years of experience developing and managing advanced lists with big data volume, designing & developing custom workflows, implementing advanced search, developing SharePoint apps and deployment for mobile use, security/access, general administration
- 3+ years of design and development of custom business applications and workflows
- Experience integrating/interfacing with SQL server databases
- EDI Specialist Share Point Developer Technical Support Engineer, CSR Supervisor, Managed Services Engineer IT Support Engineer & Web Developer/ Mobile Support and VB.net Programmer
- Analytical Skills – Ability to analyze information and make deductions based on available data sets. Ability to track and report data, as needed.
- Organization – Strong organization skills, attention to detail and follow-through to resolve any outstanding issues.
- Architect and Design SharePoint infrastructure
- Plan and implement SharePoint Farms
- SharePoint Search multi server farm implementation
- Analysis, Design and Implementation of SharePoint 2013 farm
- Infrastructure Architecture Design
- Designed and deployed SharePoint Infrastructure
- Ability to read and interpret basic electronic measurements and scopes
- Ability to execute detailed instructions and procedures
- Able to exercise sound judgment and work independently as required
- 7 years of hands-on experience developing professional applications using one or more of the following: .NET (C++), ASP.net
- Knowledge of the latest web standards and technologies: HTML5, CSS3, JavaScript
- Strong understanding of OOP, architecture designs and patterns
- Proficiency in relational databases, preferably MS SQL
- Experience working with SOAP and data interchange standards including XML
- 2 years of cloud computing with Azure
- Overall Experience in Windows environment - 15 + years
- Functional and/or Job Title - Windows Architect - 7 years

- Experience in Data Centre migrations - 4 years
- Experience in Disaster Recovery Architecture and Planning - 15 years
- Experience in Data Replication using hardware and software solutions 15 years
- Experience creating detailed design and implementation documents 10 years
- Visual Studio 2005-2016 MY SQL-Server97-2005 Fileserver
- Office 365 Experience (SharePoint, Skype for Business, OneDrive, etc.)
- Experience with hardware and software troubleshooting
- Experience supporting DOS 6.22 Windows3.11/10, Server 2008/2012R2
- Basic network troubleshooting and administration experience: TCP/IP, DNS, DHCP, WiFi
- anti-virus, route/switch/firewall administration, Power Shell and, VPN management
- SharePoint Administration for intranet portal • SharePoint best practices for SharePoint sites building solutions for customer bases nationally• Collaboration systems - SharePoint, Yammer & Office 365 SharePoint lists, workflows, email workflows, and approval processes
- Power Apps Power Automate Teams Developer

Technical Skills:

- SharePoint 2013/2016 design and deployments/migrations to include Office Web Apps Server Farm, (on premise + O365)
- Visual Studio 2003-2019 C++,.net, Windows Communication Foundation (WCF), DirectShow, DirectDraw, Win32 SDK, Windows Digital Rights Management (DRM), GUI, development , Install Shield, Dream weaver CS3 and web analytics tools
- Macromedia CS3, CS4 JAVA script and. NET Frame work with ASP.net, HTML, XHTML, XML, and PHP. CG I, and VB.net, VB script CSS, and some J2EE and some DOM
- Database: Microsoft SQL Server 7.0 and FoxPro 4.0, VFP 6.0, Microsoft Access 97-2003
- Platforms: DOS/Mac Os, Windows® 3.11, 9x, 2000, NT Server2000-03, Windows XP
- AS/400 and 3000• O/S2, Mac• Some UNIX WAMP, Linux, OPEN Elect,
- Network protocols: TSP/IP/ SMTP POP3
- Load, cue, and operate video tape recorders
- Experience with X12, EDIFACT, TRADACOMS and XML standards
- Communication skills i.e. AS2, FTP, sFTP, HTTP, HTTPs, etc.
- Experience working directly with EDI Trading Partners and Trading partner setups/configuration
- Experience with Windows/Unix platforms
- Proven analytical skills with the ability to solve complex client problems
- Proven ability to provide technical leadership
- Strong verbal and written communications skills

- Front End Web Developer will be responsible for editing, publishing, and verifying a number of creative materials ranging from web copy, images, data files or managed content as well as variations of content for mobile devices
- Creates site layout/user interface from provided design concepts by using standard HTML/CSS practices, including placement and layout of web site pages given client provided content
- Develops robust and user-friendly .NET-based web applications (SQL Server T-SQL development)

- 5+ years of web development, using HTML, JavaScript, CSS, ASP.Net, CSS5

- .NET experience as well as a solid understanding of Object Oriented Design and Programming
- Solid understanding of web application development processes, from the layout/user interface to relational database structures

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Education Details:

- **AS, Computer Programmer GPA 3.70 New England Tech - Class of 1998**

Professional Experience:

Florida Department of Transportation
Fort Lauderdale FL **April 16,2022 3 Month Contract may extend**

SharePoint Development
Working in client interaction and understanding business application, business data flow and migration from SharePoint 2013 to 2016 and 2019

- Designer, Power Automate, Power Apps, and Online/Office365 Setup Power Platform
- analyze and upgrade all SharePoint Site from 2016 to Power App Canvas and upgrade the workflows from SharePoint workflow to Power Automate.
- M365 development utilizing PowerApps, Dataverse and other custom connectors, Power Automate and SharePoint online. Customization of SharePoint page with JavaScript,
- Integrations of API Live FDOT Camera Feeds for close monitoring x
- Develop new Dataverse environments for Finance Department
- Design new Power apps for web parts
- **Tools:** SharePoint Designer, VisualStudio2019
- **Language:** C#, VB.net, Json, HTML, JavaScript formula

ETS
SharePoint Support **2 Month Contract May1-2022-June 30**

Support AP Development
Enable MFA for end users, Grant permission for site level

- Analyze and upgrade all SharePoint Site from 2016 to 2019 and Power App on Canvas Apps and upgrade the SharePoint list 2013 to 2016 with power automate from SharePoint Document List to Power Automate.
- Designer New SharePoint site with power page
- Design new SharePoint site for Microsoft Teams
- Intergraded new web parts
- **Tools:** SharePoint Designer,
- **Language:** C#,Json, HTML, JavaScript formula
- **Data Base: Dataverse ,SQL , Sharepoint**

South Florida Water Management District .gov

SharePoint Analyst - West Palm Beach, FL 6 Month Contract Nov.29-2021 May1,2022

Working with SharePoint including SharePoint Cloud versions M365 and on Premise 2013
• Working in client interaction and understanding business application, business data flow and migration from SharePoint 2013;
- Working with InfoPath Power BI, PowerShell, SharePoint Designer, Power Automate, Power Apps, and Online/Office 365; Setup Power Platform

Experience in SharePoint framework, building sites in hybrid environments, developing and administrating.
• Work with SharePoint site configuration.
• Project management on a day to day
• To analyze and upgrade all SharePoint forms from InfoPath to Power App and upgrade the workflows from SharePoint Designer to Power Automate in a hybrid environment
Design new environment for dev, test and prod

Tools: SharePoint Designer, VisualStudio2019
Language: C#, VB.net, Json, HTML, JavaScript formulas
Connector: Office365, Outlook, SharePoint, AZURE AD
Remedy force 2Ticket ,Jira, Teams

AT&T /Advanced Communications Group / FL
IT Manager Remote May 13-2018-11/25/2021

- Managed professional relationships with key decision makers with an emphasis on optimizing sales and BP satisfaction.
- Delivered customer focused solutions that consistently met or exceeded revenue targets and objectives. Understanding and translating business requirements

- Coordinated communications, problems resolution and staffing issues among clients and employee facilitators.
- Managed client relationships resolved customer service issues, and managed quality assurance. Providing estimates for system solutions
- Provided 24x7 day to business support of multiple client accounts and operational support teams located in 4 call centers across the United States, including 4 Center Managers, 5 Shift Supervisors, 8 Supervisors and 175 CCRs.
  Bringing resolution to EDI related issues, ensuring the flow of information between AT&T GP and customers Analyzing problems and recommend solution alternatives
  Evaluating, implementing and supporting EDI projects
  Managing documentation Identifying process improvements
  Working effectively in a cross-team environment to solve problems and/or develop new solutions

JABB Networks work from Home / GA/ FL
SharePoint EDI Analyst
PartTime Remote -Currant

Analyze and recommend SharePoint solutions, upgrades, and services for streamlining and system improvements.

Manage and monitor Office 365 services and hybrid infrastructure.
Manage site collections and global settings on SharePoint online admin center
Manage Publishing sites
Manage admin portal via SharePoint Online Management Shell
Manage Yammer Networks, Groups and Users
Strong understanding of Office 365 groups and Microsoft Teams
Troubleshoot and resolve issues with user access to cloud services.
Training and supporting the business users in their day-to-day involvement in SharePoint sites.
Ensure service delivery meets the business requirements (based on defined SLAs).
Collaborate with other IT staff, including networking, security, and data center operation teams, to facilitate effective issue resolution.
following skill sets
Manage SharePoint on-premises environments 2013 & 2016.
Project Server 2010 Power Shell scripting
SharePoint 2013 to Online migration experience
Key Characteristic Skills
Ability to multitask using time management skills such as prioritizing/organizing and tracking details and meeting deadlines of multiple projects with varying completion dates.
Mature and self-motivated professional able to work in a fast-paced and constantly changing environment.
Capability to work as an effective member of a global team.
Ability to relate the goals of IT service delivery to business goals.
A focus on customer satisfaction and high-quality service delivery, with strong interpersonal skills and responsiveness.
Resolve incidents through effective troubleshooting methodology, Tier 2& 3.

· Good Knowledge of SharePoint FARM and servers and application accounts.
Experience with SharePoint's application services framework including implementation,
· Experience in managing site permission using SharePoint best practices.
· Extensive experience in Developing and building Web parts / Visual Web Part using API calls.

- Experience in providing solution from existing out of the box functionality.
- Experience in converting requirement documents to functional design document.
- Experiencia in PowerShell cmd .
- · Experience with SharePoint Online (O365)
- Embebed visualización

- Code, develop, and configure an app
- Infrastructure support for servers and services including installation, configuration, user setup and permissions
- Administer GSuite, Azure Active Directory, Slack and Zoom
- Manage DNS and VoIP
- Manage end user tickets and T2support

Strong, hands-on knowledge and application of Microsoft 365 products and services including SQL Server MS Excel, MS Access, SharePoint, Microsoft Teams, OneDrive, and the Power BI, PowerApps and Automate
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EDI Analyst for Seaboard Marine / SSI Ocean

- Under direction of Information Technology Manager, lead and coordinate activities of considerable difficulty in the development, implementation and integration of EDI systems. Responsibilities include researching and recommending complex systems solutions to solve EDI business problems, extensive project management, preparing and evaluating responses to requests for information and requests for proposals, and integrating custom and vendor solutions into the existing technical infrastructure. work with BP and user management to ensure accurate and up-to-date operating systems. Work is reviewed through conferences and written reports for results obtained. Coordinate all EDI testing, implementations, and upgrades.
- Monitor EDI workflows to prevent errors.
- Analyze EDI processes and make recommendations for business and/or systems process improvements.
- Maintain up to date documentation on each EDI customer contacts, specific rules for order exceptions, etc.
- Maintain detailed documentation and process flow of all EDI processes
- Provide functional knowledge and technical support to the business unit through developed and ad hoc analysis/reporting, as well as designing new processes/reports
- Participate in the development and delivery of software applications, training programs and individual classes.
- Develops and maintains cross walking and validation rules for file exchanges.
- Applies in-depth knowledge of systems and business to the development of technical design for large complex processes and projects Experience with EDI 943,944, 940, 945, 315, 214 856, 304, 300 transactions.
- Working knowledge of ANSI X12 EDI Standards (810, 830, 862 & 856) .
- Ability to define problems, collect data, establish facts and draw valid conclusions.

City Of Hollywood
Senior System Analyst **Contract**
3/14/2018-6/1/2018

- Under direction of Information Technology Manager, lead and coordinate activities of considerable difficulty in the development, implementation and integration of information systems. Responsibilities include researching and recommending complex systems solutions to solve business problems, extensive project management, preparing and evaluating responses to requests for information and requests for proposals, and integrating custom and vendor solutions into the City's existing technical infrastructure. The incumbent works with users and user management to ensure accurate and up-to-date operating systems. Work is reviewed through conferences and written reports for results obtained. Work with VB.net 2013 Oracle and SQL server manage studio Use SQL stored procedures for moving data from one table to another and change value for end of year audit. implemented new solution for current Water & Light system for the city billing.
- Modified code by user/department request
- Able to demonstrate high degree of attention to detail, accuracy and deadlines.
- project management systems (JIRA)Familiarity with help desk/ticketing

ATT Business Support
Boynton Beach **Contract**
12/12/2017-3/4/2018

- Designed and deployed SharePoint Infrastructure for BP
- SharePoint 2013/2016 design with deployments/migrations to include Office Web Apps Server Farm
- SharePoint Developer/ Account Management, and User Management
- SharePoint 2016 hybrid architecture (on premise + O365) fixing environment issues, monitoring impacts and availability, working with teams that do the deployments, environment patching and so on.
- Experience with migrations in Office 365
- Collaborates with IT, business groups and vendors to deliver new systems, tools, and processes.
- This is completely on the infrastructure management side
- Tools VB.net, HTML, Java script, SQL Server manager & power shell
- Office 365 - Exchange Online
  End to End ownership of the Office 365 - Exchange Online, Application Development, Content Migrations and Manage Services across all O365 stacks.
- Document new and existing workflows in well-organized manner.
- Act as liaison between the business and IT applications SharePoint, Teams, PowerApps, PowerBI

Lead Enterprise Architecture, Strategy and Implementation of Office 365 - Exchange Online for Large Enterprises.

SAGE Co., Lawrenceville, GA **4/2017 – 11-30/2017**

Lead Support Analyst –
Responsibilities:

- Admin Centre O365 Product Support & migration
- Develop Technical web part for internal work flow power App Nintex, administer SharePoint configurations: List views, web parts, administrative settings combine user experience/templates and incorporate them into the technical deployment designed for power App mobile platform.
- Architect and Design SharePoint infrastructure for Sage50
- Plan and implement SharePoint Farms for O365 Support Teams
- working closely with Business Analysts, Technical Leads, Project Managers,
- Analysis, Design and Implementation of SharePoint 2013 farm with yammer social media and Nintex work flow & Nintex App Studio
- Architecture Design
- Designed and deployed SharePoint Infrastructure for BP
- SharePoint 2013/2016 design with deployments/migrations to include Office Web Apps Server Farm
- SharePoint Developer/ Account Management, and User Management
- SharePoint 2016 hybrid architecture (on premise + O365) fixing environment issues, monitoring impacts and availability, working with teams that do the deployments, environment patching and so on.
- This is completely on the infrastructure management side
- Tools VB.net, HTML, Java script, SQL Server manager & power shell
- Office 365 - Exchange Online
  End to End ownership of the Office 365 - Exchange Online, Application Development, Content Migrations and Manage Services across all O365 stacks.
- Lead Enterprise Architecture, Strategy and Implementation of Office 365 - Exchange Online for Large Enterprises.
- Provide end user communications, documentation, training, FAQs to ensure successful BP project outcome.

Ebix Co., Johns Creek, GA
6/2015 – 1/2017
EDI Support Specialist / VB.NET, Share Point Developer
Responsibilities:

- 2007/2010 Share Point Designer for Internal Workflow.
- Responsibilities include monitoring Client/Carrier and setting up, open enrollment applications as a site owner (building lists, libraries, pages, and sites using the web interface).work with(Enterprise System and Application Integrator), communication systems (Responsible for analyzing the business and their needs to see where EDI usage can be expanded Responsible for creating and maintaining connectivity with customer EDI systems via FTP/SFTP/FTPS/PGP/AS2/Responsible for EDI document testing with third party vendors and with the customers directly evaluates existing EDI programming for improvement .Work on Share Point to automate document error checking and Project management notification.
- Work with IT Operations to make sure maintenance windows do not conflict with EDI schedules and customer EDI requirements.
- Utilize VB scripts to set up and maintain document translation maps between multiple file formats (CSV, XML, X12, EDI, flat file).
- Use SQL stored procedures for moving data from our SQL database to our cloud base instance.
- Maintain relationships with customer EDI department, and directly with client vendor to resolve issues. and system alerts; monitoring, processing, queuing, and reconciling client transactions (EDI documents, 834 XML, CSV, functional acknowledgments, etc.); responding to and resolving system or client initiated incidents; participating in incident and problem escalations.

- Communicating with clients and other EDI team members to gather information and provide status updates about file feeds incidents and problems
- Creating and tracking incident and problem tickets
- Modifying scripts as needed
- Accessing and modifying transactions in strict compliance with client and their procedures.
- Designing and developing client processes Experience creating customized InfoPath forms.
- Advance working knowledge of inbound and outbound EDI documents
- Proven ability to manage the technical efforts associated with implementing and maintaining complex EDI trading partners.
- Familiarity and comfort working with data files in various forms (ASCII, Excel, database, XML, ANSI X12) and accompanying file layouts.
- Knowledge of various connectivity solutions (VAN, AS2, FTP, SFTP).
- Ability to develop and maintain supporting applications utilizing .NET framework.
- Capable of documenting programs and procedures related to EDI implementations.
- Skilled in mapping tools like Pervasive Data Integrator, and IHUB scheduler

Master.com, Alpharetta GA
10/2014 – 5/2015
Production Support Engineer
Responsibilities:

- Web Developer/HTML CSS PHP scripts Word Press and Open cart (independent contractor)
- Share Point Administration with Word Press and Drupal Portal Support MS SharePoint applications and related services Knowledge of Power Shell for script modification. Work with Exchange online
- SharePoint Migration Experience Authentication modes (Both federated & non-federated. ADFS for federated)
- Worked on SharePoint performance issues like list\library thresholds, indexing. Implement architecture by building components and custom designs; prototyping; data migration; maintaining technical integrity and consistency; documenting system. Document business requirements, project plans, issue logs and training material for intranet and web tool projects
- Deploy custom and third-party SharePoint solution packages
- Document SharePoint configuration and architecture
- Validate system performance by developing and conducting test scripts; completing bug fixes.
- Manage customer relationship by communicating SharePoint architecture standards and frameworks; answering questions; resolving concerns and issues.
- Gather business requirements from internal and external customers for application implementations, upgrades and enhancements

YMAX Corp., West Palm Beach, FL
12/2013 – 9/2014
Support Engineer
Responsibilities:

- Responsibilities include supporting customer hardware device and Application software, for communication systems FTPS, HTTPS, etc.) monitoring, processing, queuing, and reconciling client transactions responding to and resolving system or client incidents
- Participating in incident and problem escalations

- Communicating with clients and other client team members to gather information and provide status updates about incidents and problems; creating and tracking incident and problem tickets
- Modifying scripts as needed
- Accessing and modifying transactions in strict compliance with client to prevent and resolve incidents and problems.

JABB Networks Inc., West Palm Beach, FL 6/2012 – 12/2013
Web Developer – HTML, CSS
Responsibilities:

- Responsibilities include web developer for e-commerce website
- Graphic design with java scripting Back end development for Administration portal in PHP script for Open Cart
- MS Exchange experience including 2013 support Office365
- Share Point Administration experience 2010 and 2013
- MS Office 365 and MS Server experience
- Active Directory and possibly some ADFS experience
- Strong background in MS technologies.
- Working within a team to implement, migrate and deploy both MS infrastructure and MS Office 365.Power Shell Experience Understanding web parts and work flows
- JavaScript, HTML Work alongside the existing infrastructure team to help implement back end work
- Strong experience with SharePoint 2007, 2010, 2013
- Different experiences with SharePoint infrastructure, solutions, and implementation architecture

Teleperformance, Boca Raton, FL
7/2011 – 6/2012
Microsoft IT Support Engineer – SharePoint
Responsibilities:

- Tier 3 Technical Support Representative interacts with customers and representatives from other lines of business to handle a variety of functions.
- Provide account assistance, perform account research, access multiple computer systems, and answer questions regarding technical and billing aspects.
- Diagnose and determining factors for customer issues and implement a fix in the system for the issues.
- Complete follow up calls with the customers to ensure the issue was fully resolved.
- Other questions and inquiries might arise also and can solve multiple complex issues as well as possibly take orders for activations and/or account changes.
- Systems are OFFICE365, Exchange on Line, OWA Online Web App.
- SharePoint and Mobile devices like android I phone Window that share data with the cloud host.
- I identify and document requirements for the maintenance or development of computer systems for BP.
- Experience with configuring and managing OFFICE365 environment including migration from on-site to cloud OFFICE365 Strong Power Shell scripting ability and messaging automation.
- Alter complex existing scripts and experience with OFFICE365 user migrations between multiple organizations/tenants.

- Share Point Architecture Share Point Designer MS Visual Studio 2010 Strong experience in SharePoint Administration in different versions (WSS 3.0, SharePoint 2003, MOSS 2007 SharePoint 2010/2013)
- Strong experience in Power Shell scripting Experience in Database administration
- Strong in Installation & configuration of Share Point integration with Microsoft office application Strong in Upgrade and Migration Monitoring & Maintenance Trouble shooting day to day Issues Patch Management of SharePoint and Operating System
- Good communication skills, Self-Starter work independently without support
- Thorough understanding of SharePoint best practices
- Experience with SharePoint 2013 configuration
- Expertise with SharePoint security implementation and configuration outstanding interpersonal experienced in developing SharePoint apps/solutions and InfoPath forms in SharePoint 2010/2013/Online.
- Experience developing large sized SharePoint farm within a SharePoint 2007, 2010, 2013, and/or online environment
- Experience developing custom workflows for a medium sized SharePoint farm within a SharePoint 2007, 2010, 2013 and/or SharePoint Online environment. Experience with the installation and maintenance of SharePoint 2007, 2010, and/or 2013
- Experience with SharePoint Designer, Team Site setup and configuration, Dashboards, Web parts, and Microsoft Project Server
- Analyzing the current sites built in SharePoint 2007 or 2010 to identify scope and upgrade strategy.
- Prepare the SharePoint 2013 environment for the migration.
- Document and review the migration plan.
- Execute the migration and test the results.
- Validation of the migration with the customer
- Knowledge transfer to other IT staff members.
- Effectively work with other team members to support defect resolution, production migration, and post production support.

GXS, Cleveland, OH **10/2010 – 03/2011**
Managed Services Support Engineer
Responsibilities:

- Responsibilities include monitoring e-commerce applications (Enterprise System and Application Integrator), communication systems (AS2, FTP, HTTP, etc.), and system alerts
- Monitoring, processing, queuing, and reconciling client transactions (EDI documents, XML, RosettaNet, functional acknowledgments, etc.)
- Responding to and resolving system or client initiated incidents
- Participating in incident and problem escalations
- Communicating with clients and other client team members to gather information and provide status updates about incidents and problems
- Creating and tracking incident and problem tickets
- Modifying scripts as needed
- Accessing and modifying transactions in strict compliance with client and their procedures; and contributing to the knowledge base of known problems and solutions.
- Managed Services Engineers are accountable for following hosted services processes and procedures to prevent and resolve incidents and problems.
- B2B services and EDI technical experience with commercial software such as UNIX, Linux, Oracle, C++, Java script, and PERL.

- Experience in ANSI, EDIFACT, VDA, and Tradacom standards; experience with DCTS, Web Reports and AI as well.

NabilaTravel link Inc., Roswell, GA
08/2009 – 12/2010
Programmer/Developer – Support
Responsibilities:

- Primary responsibilities are analysing and develop the application and recommended product compliance enhancements consistent with product goals and Graphic User Interface.
- With Photoshop and flash 4-9
- Good understanding on SharePoint 2007 objects and able to develop, debug and deploy custom programming in Visual Studio 2012 (ASP.Net, C# or VB.Net)
- Using SharePoint objects like site columns, content types, lists, libraries, features and event handlers, document sets, security claims/forms based authentication, customize application pages, customize master pages, web parts, custom controls, workflows etc.
- Able to analyze business/functional requirements and translate them into concrete tasks
- Deploy SharePoint solution, activate/deactivate features
- Create, update, and maintain site pages from scratch using CSS, HTML, ASP.NET, JavaScript, Flash and XML/XSL. Handle and lead the department of production and design to manage and coordinate for major site changes.
- Maintain internal tools for managing site structure, news data, video and photos, using various platforms. Work with third-party providers to ingest and integrate external data, and generate content feeds for use on partner web sites.
- Assist with design efforts for site pages, content archival, photo galleries, video features, and third-party gadgets.
- Launched Google Ad cent for design sales campaigns, to help reach revenue goals Lead and manage in-house training for content publishing.
- Implemented and manage social networking, provide technical support for usability issues and critical site problems, as needed.
- Then Data is stored on a SQL server and Apache side by side. Manager of 5 web developers for Interactive BP Media staff.

QQ Solutions, Boca Raton, FL
12/2008 – 7/2009
Product Support Specialist
Responsibilities:

- Provided end user support for all products. Interacts with customers directly to resolve customer service inquiries over the phone Live Chat or through email.
- Part of a highly skilled team responsible for both technical support and customer satisfaction in a fast-paced Call Centre Support environment.
- Multi task and effectively document all interactions at a high level of detail; follow up on outstanding issues and service incidents; follow TCO practices; apply knowledge of Software and Systems by adhering to policies and processes to independently support company Products.

TMS Health, Boca Raton, FL 6/2007 – 12/2008
Manager of Customer Care/Tech Support Lead II
Responsibilities:

- Serve as supervisor of operations for a major consulting Co.

- Collaborate with customer care manager to create strategic plans to enhance customer satisfaction.
- Provide employees with tools to maintain and increase service levels to both internal and external customers.
- Work closely with other departments to promote sales contests, clarify information, and distribute reports. Gather, analyze, and report daily/weekly/monthly sales and service statistics.
- Supervisor or Operations for 85 of 225 employees in daily call center operations.
- Collaborate with Customer Care Manager to create strategic plans to enhance customer satisfaction.
- Provide employees with tools to maintain and increase service levels to both internal and external customers.
- Work closely with other departments to promote sales contests, clarify information, and distribute reports.
- Gather, analyze, and report daily/weekly/monthly sales and service statistics.
- Contributed to increasing membership by 10% by assisting in execution of aggressive sales plans.
- Instrumental in improving customer-satisfaction ratings through suggestion, development, and implementation of new reporting procedures.
- Increased employee knowledge by assisting with development and implementation of product-awareness program.
- Enhanced employee performance and attendance through daily mentoring, one-on-one discussions and motivational strategies.
- Received outstanding positive comments from team members on employee reviews, as well as exceptional feedback from senior management.

Innovation Ads WPB, FL **10/2001 – 5/2007**
Academic Adviser for UMUC on Line
Responsibilities:

- Creating online and DRTV marketing materials
- Distributing marketing materials across our proprietary and affiliate online network, as well as national television space utilizing The Academic Advising Center to help prospective students to apply utilizing our proprietary technologies to track the yield of multi-channel marketing campaigns in terms of applications and enrollments analyzing the efficacy of each individual campaign, and overall marketing initiatives

Investment By Planners, Boca Raton, FL **2/1999 – 12/2000**
Programmer Analyst/Html Web Master
Responsibilities:

- Developed new database & Graphic User Interface
- Assisted training manager in creating and updating training materials.
- Prepared weekly reports for customer care supervisor.
- Selected to coach and mentor new customer service representatives for opening of new call center.
- Diagnose portfolio and create investment strategies for each of the lifetime financial goals. Received: Customer Service Award for outstanding track record of positive customer feedback
- Implemented online client security and tested the new inventory management system using VB C++, and support for client side on a LAN/WAN, with TCP/IP and POP3, SMTP configuration.
- Create, update, and maintain site pages, using Dream Weaver CSS, HTML, Flash and Pearl.

- Work with designers to manage and coordinate for major site changes.
- Maintain internal tools for managing site structure, Investment news data, video news and photos, using various platforms.
- Work with third-party providers to integrate external data, and generate content feeds for use on partner portfolios web sites. Assist with design efforts for site pages, content archival, Flash photo galleries, video features, and third-party gadgets. Provide technical support for usability issues and critical site problems, as needed.
- Developed UI and code for a stock strategy application using C# and VB.4 to predicts income and gain based on investment, stock movement and trading frequency Charting is implemented for easy visual comparison of predicted and actual Results, then Data is stored on a SQL server.

GE Interlogix (Casi-Rusco), Boca Raton, FL
6/1996 – 1/1999
Micro System – Support Engineer
Responsibilities:

- Responsibilities were Customer Support Engineer and installations of Micro Controllers on Business Partners Site, to Installation of Security Access Control systems and CCTV, on Different Platforms over a LAN/WAN network.
- I Handled claims processing for a leading security services provider.
- Investigated and resolved customer concerns in collaboration with respective BP and other departments. Prepared written responses to development department of inquiries provided measurement on volume and trends to determine agency education needs and improve customer satisfaction and retention.
- Responsible for Customer Support, Engineering and installations of Micro Controllers on business partner’s sites.
- Problem solved hardware issues by taking more than 200 calls on a daily base configure electrical wiring for micro controllers and new software release
- Serve as technical expert for the design & implementation of data base technology
- Set & administer standards for overall organization's relational database structure / architecture (currently, ORACLE, SQL, etc.)
- Research database technologies, determine business requirements, propose changes, and develop migration and implementation plans, execute projects based on these activities
- Ensure that plans for database technologies integrate effectively with other aspects of the technical infrastructure
- Software testing, By Flashing Micro Controllers from a SQL database Systems Implemented hardware/software from Host to client with TCP/IP protocols
- Problem-solved hardware issues by taking more than 200 calls on a daily base use electrical wiring, For QA on micro controllers and software release.
- Secure Perfect Certified Engineer Technician

Command Software System, Jupiter, FL
May.4/1996
Software Developer
Responsibilities:

- Replication and analysis of computer viruses
- Development of programs to assist automating the analysis and replication of viruses
- Development of virus captures environments.
- Served as Customer Service Representative for anti-virus corporation hosting live disinfection, and performing new updates events.

- Interfaced with customers to identify needs, field questions, and facilitate ticket order. Provided how and venue information, completed monetary transactions, and resolved issues as needed.
- Coached and mentored new employees, in customer-service processes and company policies.
- Received numerous accolades from senior management for consistently providing excellent service and tactfully resolving sensitive issues.
- Employee of the month 8 times in a row
- Strong analytical skills, And Above-average oral and written communication skills

Pratt & Whitney, West Palm Beach, FL
Dec.17/1995
Network Engineer (Security Clearance)
Responsibilities:

- Handled technical support within an enterprise environment including system crashes, slow-downs and data recoveries Engaged and tracked Priority 2 issues on AS300 and 400
- Provide technical knowledge and function as a server maintenance resource within the server platform support and deployment team.
- Provide tier 2 support for server access and resource issues within a helpdesk environment.
- Effectively carry out the server build standards and ensure quality is maintained based on the definition outlined by the senior IT leaders.
- Provide support for the maintenance and operation of the server infrastructure and the applications housed within the infrastructure to include log auditing, service pack/hotfix application, user account creation and resource management.
- Monitoring and supporting the security related equipment and processes at the . Provide support and ongoing maintenance for the Citrix environment and its associated applications.
- Understand server networking in a TCP/IP environment and supporting AD integrated DNS, DNS zones, DHCP and AD site replication and design.
- Work with Active Directory and its various architectures to support redundancy, replication and authentication.
- Maintain and support the BP Enterprise backup solution.
- Maintain the printing infrastructure and its associated components.
- Provided basic scripting support for the system to automate functions and operations
- Maintain and support the Microsoft messaging environment to support effective and timely business communications.
- full understanding of Windows Client Operating Systems in a centrally managed Active Directory
- Maintain the VMWare virtual infrastructure deployment at BP.
- Configuration and setup of Microsoft SERVER NT
- Understand and maintain two factor authentication architectures.
- Understand and deploy Group Policies within the Active Directory environment.
- Provide ongoing system integrity maintenance.
- Supply input on the desktop management and design for the GLC.
- Responsible for documentation, escalation & resolution tickets for System migration to NT.

Language / Bilingual / Spanish & English

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